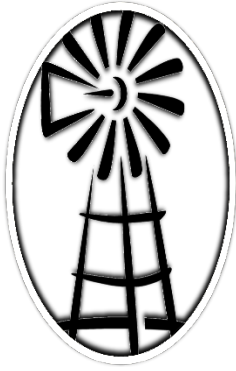


**Twin Creek WSC
2023 Fall Newsletter
Volume 1, Issue 43**





TWIN CREEK WATER SUPPLY CORPORATION

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Hello TCWSC Members

Since my Spring message covered a lot of subjects and was fairly long, I will try and make this one short.

Not to sound like a 1958 movie title, but it does fit, that being, it was “The Long Hot Summer”. I believe on that we can all agree.

High temperatures along with no rain can cause water system infra-structure problems such as main water line leaks. This is the result of the ground movement putting pressure on some of our older lines. Obviously, these leaks can cause problems ranging from low water pressure to complete water loss. Either way they must be remedied in order to provide continuous water service to our Members.

To that end I would like to say a “Job Well Done” to our Field team on their efforts in that endeavor. There were nights where they didn’t get a lot of sleep. If you happen to see them as you travel about, you may want to thank them for their efforts. While they are employees of TCWSC, they put forth 110% effort in their duties. Given today’s labor market issues, we are fortunate to have these gentlemen on our team.

The other topic that I would like to write about is that I was recently made aware of some of the verbal abuse that our office staff gets from some of our Members. I use the term “verbal abuse” because it seems appropriate when hearing some of the behavior our staff is being subjected to. Most of this occurs via a phone call, but some does take place in our office. Most start with a call about either water service or water bill payments. Either way, when the caller doesn’t receive the answer they would like to receive, the caller gets a little “heated” and begins to verbally attack our staff member. As your President I am asking you not to do that. I have some thoughts on what may be driving some of this behavior. Also, I would like to thank those Members who have used proper decorum when communicating with staff, even when you may not prefer the answer that you were given. A “Well Done” to you.

My thoughts on this behavior follow along with the favorite excuse that we have all lived with for the past several years. That being “covid”! That word has become the “catch all” reason for people’s behavior dealing with the lack of trust we seem to exhibit when we don’t get the answer we want, or we believe we’re entitled to. But believe me, I can understand those feelings as I have lived right alongside

of you during these past few years. Our distrust in bureaucracies has reached an all-time high in my opinion. While I can understand the cause of such behavior, it is not acceptable in the way we treat hard working folks who are just trying to perform their duties. So remember, as a TCWSC Member/Stockholder, you own the water company and my suggestion is that when you deal with “your water company employees”, please give them the respect they deserve. If they have to deliver information that you don’t like, it’s what they get paid to do in a respectful manner. If you believe that they have failed to do that, please have the office relay your phone number to me and I will contact you directly. If it’s not the behavior of the employee that you don’t like, but the information or policy, then please make an appointment to come before your Board of Directors and discuss. It’s your water company; help us manage it in a safe and legal manner.

Thanks for reading my letter and thank you for being a responsible Member/Stockholder for our company.

Sincerely

John Edmondson
President, Twin Creek Water Corporation



On September 28, 2023, Texas Commission on Environmental Quality (TCEQ) conducted a Comprehensive Compliance Investigation (CCI) on Twin Creek WSC. As a ground water public water supply system (PWS), we are inspected every 3 years to evaluate compliance with applicable requirements and regulations. This year's CCI included all plants, our distribution system, office records and blind checks on our membership personal service lines. The blind checks covered all pressure planes in our distribution. These inspections covered compliance requirements on pressure, chlorine residual, and checked for violations to our cross-connection control policy. We are happy to report TCEQ finds merit to continue to recognize **Twin Creek WSC as a "Superior" system**. TCEQ compliance inspector made note of the outstanding field operators and office staff in reference to record retention, plant maintenance and compliance.

Twin Creek WSC would like to thank our Membership for supporting and adhering to our Cross Connection Policy and all regulation requirements to ensure protection of the State's environment and allowing us to provide safe water to our membership.

YOUR MONEY AT WORK

The Texas Commission on Environmental Quality (TCEQ) mandates Water Supply Corporations enter a planning stage when storage tanks, pressure tanks, well pumps, or water main lines reach 85% capacity. This involves the system engineer performing a study of various alternatives to solve this issue. We reached that threshold about 4 years ago and began finalizing plans for upgrades to our system. In April of 2022, your water company entered into a loan agreement with CoBank which specializes in funding for Rural Water Companies. The total loan amount borrowed was \$950,000.00. Part of this loan paid off the loan from Camp Creek Water Company that was for the construction of our new well at Plant #4, New Baden. The balance of the funds is being used for 4 new generators which will give us 100% back-up during electrical outages at all plants, wells, and booster stations. It is also being used to upgrade storage and pressure tanks on both our booster stations, including upgrades to electrical as needed. It will also fund some water main size increases and relocations. Some of the work has been ongoing for several months. Having recently received TCEQ approval, we can now move forward with balance of the upgrades. When completed, the upgrades will allow growth to continue on our system and will provide our existing members with better stability of water service.

IMPACT FEE INFORMATION

What is an Impact Fee?

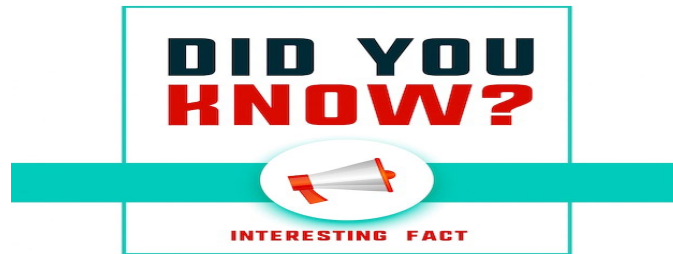
An Impact Fee is a fee generated when a new tap is made on our system and is charged in addition to our Tap Fee. The Impact Fee helps defer some of the burden of costs on our existing Members for upgrades to our system by having new Members pay this fee when connecting to our system. Since growth is the main driver causing the majority of the required upgrades, the new Members are paying the bulk of the costs for upgrades.

How is the cost of the Impact Fee determined?

The amount of the fee is determined by our system engineer and then approved by the Board of Directors. This “hard” analysis must be done every five years. A “soft” analysis is done annually to make adjustments to the cost, either up or down.

What factors determine the Impact Fee cost?

There are numerous factors that go into the modeling analysis. We furnish the system engineer our best estimate as to how many potential new taps may occur within each of our “pressure planes” per year during the next five years. The system engineer inputs this data into the modeling analysis to determine the new demand against the existing capacity of our storage tanks, pressure tanks, well pumps, booster pumps, and the pipe dimensions servicing each pressure plane to find deficiencies. A cost is then estimated for the upgrades required so that the mandated minimum water pressure and the gallons per minute volume can be provided at each meter on our system.



TWIN CREEK WATER SUPPLY CORPORATION

- ◆ Was founded and incorporated in 1969.
- ◆ Is a non-profit member owned entity.
- ◆ Currently has 730 customer accounts.
- ◆ Has staff on call 24/7/365 days a year.
- ◆ Has 7 Directors serving without compensation.
- ◆ Is designated by Texas Commission on Environmental Quality (TCEQ) as a Superior Water System
- ◆ Is governed by TCEQ and the Public Utilities Commission (PUC)
- ◆ Has 4 water wells and 2 booster stations
- ◆ Has about 75 miles of distribution water lines
- ◆ Will soon have generators on all plants and boosters to assure water service during electrical outages.
- ◆ Has on-line bill paying capabilities.
- ◆ Uses a Certified Public Accountant (CPA) for accounting.
- ◆ Has an independent audit done annually.
- ◆ Requires a Customer Service Inspection (CSI) for all new accounts, new construction, plumbing modifications, and on suspected hazardous conditions.
- ◆ Is a member of Texas Rural Water Association (TRWA) which provides administrative, operational, and legal guidance on issues.
- ◆ Has adopted an Impact Fee for all new taps so that the existing Membership does not have to bare all the costs of upgrading the system due to growth.